

- S900 Special Postal Services
- S910 Security and Accountability

S918 Delivery Confirmation

Summary S918 describes Delivery Confirmation, the classes of mail that may include this service, and the retail and electronic delivery options.

1.0 BASIC INFORMATION

Description 1.1 Delivery Confirmation service provides the mailer with information about the date and time an article was delivered and, if delivery was attempted but not successful, the date and time of the delivery attempt. Delivery Confirmation service is available only at the time of mailing. This service may be obtained in two forms: (1) an electronic option for mailers who apply identifying barcodes to each piece, provide an electronic file, and retrieve delivery status information electronically; and (2) a retail option for mailers who do not use an electronic file or who wish to retrieve delivery information through the Postal Service Internet address or a toll-free telephone number. No record is kept at the office of mailing. Delivery Confirmation service does not include insurance, but insurance may be purchased as an additional service (see 1.6).

Eligible Matter 1.2 Delivery Confirmation service is available for Priority Mail, Standard Mail pieces subject to the residual shape surcharge (electronic option only), and Package Services.

Ineligible Matter 1.3 Delivery Confirmation service is not available for the following:

- a. Mail addressed to APO/FPO destinations or to United States territories, possessions, and freely-associated states listed in G011 (except for Puerto Rico and U.S. Virgin Islands, to which service is available).
- b. Mail paid with precanceled stamps.
- c. Standard Mail pieces that are not subject to the residual shape surcharge.

Service Options 1.4 The two Delivery Confirmation service options are:

- a. Retail option: Available at post offices at the time of mailing. A mailing receipt is provided. Mailers can access delivery information over the Internet at www.usps.com or by calling 1-800-222-1811 toll-free and providing the article number.
- b. Electronic option: Available to mailers who establish an electronic link with the Postal Service to exchange acceptance and delivery data. No mailing receipt is provided.

Fees and Postage 1.5 The applicable Delivery Confirmation fee must be paid in addition to the correct postage. The fee and postage may be paid with postage stamps, meter stamps, or permit imprint. Precanceled stamps are not permitted as postage payment.

Additional Services

1.6

Delivery Confirmation may be combined with:

- a. Collect on delivery (COD).
- b. Insured mail.
- c. Registered mail.
- d. Restricted delivery, if purchased with insurance for more than \$50, COD, or registry service.
- e. Return receipt, if purchased with insurance for more than \$50, COD, or registry service.
- f. Return receipt for merchandise.
- g. Special handling.

Where to Mail

1.7

A mailer may mail articles with Delivery Confirmation at a post office, branch, or station, or give articles to a rural carrier.

Firm Mailing Books

1.8

If three or more articles are presented for mailing at one time, the mailer may use Form 3877, *Firm Mailing Book for Accountable Mail*, provided by the Postal Service at no charge, or privately printed firm mailing bills. Privately printed or computer-generated firm mailing bills that contain the same information as Form 3877 may be used if approved by the local postmaster. The mailer may omit columns from Form 3877 that are not applicable to Delivery Confirmation mail. Required elements are the package identification code (PIC), 5-digit destination ZIP Code, and applicable fees. If the mailer wants the firm mailing bills receipted by the Postal Service, the mailer must present the books with the articles to be mailed at a post office. The sheets of the books are the mailer's receipts. All entries made in firm mailing books must be made by typewriter, ink, or ballpoint pen. Alterations must be initialed by the mailer and accepting postal employee. All unused portions of the addressee column must be obliterated with a diagonal line. A receipt is required for refund requests.


2.0 LABELS**Types of Labels**

2.1

[4-5-01] Mailers may use one of the three Delivery Confirmation label options shown below (additional information may be found in Publication 91, *Confirmation Services Technical Guide*):

- a. Form 152 obtained from the post office at no charge. This form may only be used with the retail mailing option (see [Exhibit 2.1a](#)).
- b. Label 314, available at no charge to electronic option mailers (see [Exhibit 2.1b](#)).
- c. Privately printed barcoded labels that meet the requirements in [2.0](#) and [3.0](#) (see [Exhibit 2.1c](#)). On the Priority Mail label, mailers must use the registered trademark symbol following the Priority Mail text or add the following statement at the bottom of the label in at least 6-point Helvetica type: "Priority Mail is a registered trademark of the U.S. Postal Service."

Form 152
Exhibit 2.1a

United States Postal Service DELIVERY CONFIRMATION	 0304 7990 0000 0986 3534	U.S. Postal Service Delivery Confirmation Receipt	
		Postage and Delivery Confirmation fees must be paid before mailing. Article Sent To: (to be completed by mailer) <small>(Please Print Clearly)</small>	
	DELIVERY CONFIRMATION NUMBER: 0304 7990 0000 0986 3534	Postmark Here	POSTAL CUSTOMER: Keep this receipt. For inquiries: Access Internet web site at www.usps.com or call 1-800-222-1811
			CHECK ONE (POSTAL USE ONLY) <input type="checkbox"/> Priority Mail <input type="checkbox"/> Standard Mail (B) <small>(See Reverse)</small>
PS Form 152, March 1999			

Label 314
Exhibit 2.1b



**Privately Printed
Label**
Exhibit 2.1c

P	
USPS PRIORITY MAIL	
Sample Mailer 1123 Main St Test City DC 20260 ADDRESS SERVICE REQUESTED	
SHIP WILLIAM SMITH TO: ONLINE SPECIALISTS 2345 GLENDALE DR RM 245 ATLANTA GA 30328-3474	
e/ USPS DELIVERY CONFIRMATION  9101 0268 3733 1000 0010 16	
Priority Mail is a registered trademark of the U. S. Postal Service.	

Label Placement
2.2

The barcoded label section of Label 314 or Form 152 must be placed either above the delivery address and to the right of the return address or to the left of the delivery address. A privately printed Delivery Confirmation label that is separate from the address label must be placed in close proximity to the address label. In all cases, the entire Delivery Confirmation label must be placed on the address side and not overlap any adjacent side of an item.

3.0 BARCODES

Symbology
3.1

Labels printed by mailers must meet the following symbology requirements:

- a. Mailers printing their own barcodes and using the retail service option (1.3a) must print their barcodes using Automatic Identification Manufacturers' (AIM) Uniform Specifications for USS Code Interleaved 2 of 5.
- b. Mailers printing their own barcodes and using the electronic service option (1.3b) must use one of the following barcode symbologies: UCC/EAN 128, USS Code Interleaved 2 of 5, USS Code 39, or USS Code 128. Each barcode must contain a unique Package Identification Code (PIC) as specified in 3.2. The barcodes must meet the specifications in Publication 91.

**Package
Identification Code
(PIC)**
3.2

Each barcode symbology must contain a unique PIC:

- a. For UCC/EAN 128, each barcode must contain a unique PIC and be made up of five fields totaling 22 characters. Additional information and specifications can be found in Publication 91. The five required data fields are:
 - (1) Application Identifier (AI): two characters; identifies the article as a Delivery Confirmation piece.
 - (2) Service Type Code (STC): two characters; identifies the type of product or service used for each item.



- (3) Customer ID: nine characters; DUNS® number that uniquely identifies the customer.
- (4) Package Sequence Number (PSN): eight characters; fixed sequential number.
- (5) Modulus 10 Check digit: one character.
- b. For USS Code Interleaved 2 of 5, USS Code 39, and USS Code 128, each barcode must contain a unique PIC and be made up of four fields totaling 20 characters. The four required data fields are fields 2 through 5 above. Additional information and specifications can be found in Publication 91. These symbologies do not use an Application Identifier (AI).

Printing 3.3

Labels printed by mailers must meet the following specifications:

- a. **[4-5-01]** Each barcoded label must bear a unique Delivery Confirmation PIC barcode as specified in 3.2. The text “USPS DELIVERY CONFIRMATION” (if using retail service option, as specified in 1.4) or “e/USPS DELIVERY CONFIRMATION” (if using electronic service option, as specified in 1.4, and the postage is evident on the mailpiece) must be printed between 1/8 inch and 1/2 inch above the barcode in minimum 12-point bold sans serif type. Additionally, mailers approved for the electronic service option, at their discretion, may print the text “ELECTRONICRATE APPROVED #[D-U-N-S® NUMBER]” in minimum 8-point bold sans serif type directly below the bottom horizontal identification bar (see Exhibit 3.3). Human-readable characters that represent the barcode ID must be printed between 1/8 inch and 1/2 inch under the barcode in minimum 10-point bold sans serif type. These characters must be parsed in accordance with Publication 91. A minimum 1/8-inch clearance must be between the barcode and any printing. The preferred range of widths of narrow bars and spaces is 0.015 inch to 0.017 inch. The width of the narrow bars or spaces must be at least 0.013 inch but no more than 0.021 inch. All bars must be at least 3/4 inch high. Minimum 1/16-inch bold bars must appear between 1/8 inch and 1/2 inch above and below the human-readable endorsements to segregate the Delivery Confirmation barcode from other areas of the shipping label. The line length should extend across the width of the label but must extend the length of the barcode at a minimum (see Exhibit 2.1c). Only information relating to Delivery Confirmation and/or other special services must be placed between these lines. Mailers will be required to comply with this change by October 5, 2001.
- b. Each barcode must meet the requirements in 3.1 for the type of service requested.
- c. Mailers must obtain Postal Service certification for each printer used to print barcoded Delivery Confirmation labels. For certification, a mailer must forward for evaluation and approval 20 barcoded labels/forms generated by each printer to the National Customer Service Center (NCSC), Attention Barcode Certification (see G043 for address). The Postal Service will issue the mailer a Form 3152, *Delivery Confirmation Certification*, for each printer certified. All barcodes must be in accordance with 2.0 and 3.0. Further certification instructions are included in Publication 91.
- d. Barcodes that do not meet specifications will not be accepted by the USPS. The USPS will contact the mailer if problems with the barcodes are found and will try to resolve the problem. The USPS may suspend a mailer’s certification if electronic file quality does not meet specifications.

**Electronic Service
Option Identification**
Exhibit 3.3



Integrated Barcodes
3.4

An integrated barcode may be used by mailers printing their own barcodes and using the electronic service option. Mailers may combine Delivery Confirmation and insurance services into a single barcode on the shipping label and eliminate multiple labels and barcodes on packages. Mailers must still meet existing specifications in 3.1 and 3.2. Minor modifications allow users to request multiple special services on Priority Mail and Package Services. Two required changes are:

- a. Change the text above the barcode to identify the service requested. Exhibits are included in Publication 91, November 2000 edition (which includes the Addendum on Signature Confirmation and integrated barcode).
- b. Change the service type code in the barcode to identify the class of mail and/or type of special services combined with Delivery Confirmation. Additional information on the Service Type Code Matrix can be found in the Publication 91, November 2000 edition.

4.0 ELECTRONIC FILE TRANSMISSION

Mailers must meet the following standards for electronic file transmission:

- a. Publication 91 contains specifications for electronic file transmission. A test file transmission must be uploaded and approved before mailings begin. Upon certification, USPS will issue to the mailer a Form 3152, *Delivery Confirmation Certification*, for the mailer's electronic file format.
- b. Mailers using the electronic option will be required to transmit a file with a unique record for each article mailed. The USPS will contact the mailer if problems with the file are found and will try to resolve those problems. The USPS may suspend a mailer's certification if the electronic file quality does not meet specifications. In addition, USPS acceptance units will be notified to charge the customer the retail Delivery Confirmation fee.
- c. Mailers using the electronic option are required to include additional fields in the electronic file when planning to use the integrated barcode. For more information consult Publication 91, November 2000 edition.

5.0 ACCEPTANCE

Customers must meet the following requirements when presenting electronic option Delivery Confirmation mail for acceptance:

- a. Presorted or permit imprint mailings containing pieces for which fees are paid for Delivery Confirmation service must be presented to a post office business mail entry unit (BMEU), detached mail unit (DMU) at the mailer's plant, bulk mail center or auxiliary service facility business mail entry unit, or other postal facility capable of properly verifying the mailing and at which the mailer has obtained the necessary permits or license and paid any applicable mailing fee.
- b. Mailers who use the electronic option or print their own labels must submit a completed Form 3152, *Delivery Confirmation Certification*, with each mailing. Each Form 3152 must contain the Delivery Confirmation electronic file number or barcode equivalent, date of mailing, and, if available, the total number of Delivery Confirmation pieces by class of mail. The barcode format must comply with standards in Publication 91.

